

LANCASTER COUNTY
MENTAL HEALTH PROGRAM COORDINATOR

NATURE OF WORK

This is specialized human service work provided in a community mental health environment combining skills in both direct services and program coordination and review.

Work involves coordinating the programmatic aspects of a specialized ancillary mental health service including but not limited to: assessing and tracking client flow (admissions, discharges and referrals), communication with referral sources, providing performance data to management staff and maintaining appropriate program activities. Work also involves provision of direct services within the program area including such responsibilities as: psychosocial or rehabilitation assessments, rehabilitation planning or case management, consultation with other providers and coordination with community services. General supervision is received from a higher level professional staff member with work being reviewed in the form of conferences, reports submitted and the effectiveness of client intervention and program activities. Supervision may be exercised over subordinate program staff.

EXAMPLES OF WORK PERFORMED

Coordinate client crisis, residential, rehabilitation and support programs to assure continuity with other mental health program areas.

Provide direct services including admission psychosocial assessment, rehabilitation planning, short-term crisis intervention, case management and skill development; maintain appropriate client program activities.

Provide community consultation and coordination as appropriate.

Maintain necessary census data and client flow information; complete management reports referencing program services and performance outcomes.

Compile required data and information for specific written reports and staff meeting presentations.

Provide orientation and training of new staff; reviews cases with new staff; acts as a team leader and provides input or recommendations for evaluations and/or discipline.

Participate in multi-disciplinary team meetings; coordinate services delivery and agency funding by attending various committee meetings.

DESIRABLE KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of the principles, practices and methods pertaining to the delivery of mental health services to clients.

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Knowledge of the sociological, behavioral and cultural factors influencing the behavior and attitudes of clients.

Knowledge of the functions and services of community organizations and related human services.

Ability to establish and maintain effective working relationships with clients, co-workers, community agencies and the general public.

Ability to communicate effectively both orally and in writing.

Ability to understand and relate to the problems and needs of clients.

Ability to maintain records of services provided and client progress.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major course work in social work, sociology, psychology or related field supplemented with a Master's Degree in a similar area. Experience in direct services to the severe and persistent mentally ill (SPMI) population, emergency/crisis stabilization, rehabilitation and support services with certification as a social worker, professional counselor or licensed mental health practitioner.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university with major course work in social work, psychology or related field plus experience interacting with clients in a mental health/social service program or any equivalent combination of training and experience which provides the desirable knowledges, abilities, and skills.

Approved by: _____
Department Head

Personnel Director

Revised 5/02

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